This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.

Training and Experience Evaluation

Information Technology Manager 1

Servicewide

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks

Instructions:
Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

1. Directing information technology staff to achieve individual and/or team success.
2. Providing guidance/support to information technology staff to achieve individual and/or team success.
3. Analyzing procedures, guidelines and standards to provide a common framework for technology governance throughout an organization.
4. Developing plans for information technology maintenance and operations such as technology upgrades, schedules, budgeting, training, purchasing, and/or staffing.
5. Using and developing methodologies to meet organizational objectives.
6. Developing information technology processes and procedures using industry best practices and methodologies.
7. Leading information technology teams with specialized skills and expertise.
8. Ensuring information technology program practices and processes are in compliance with laws, rules, regulations and policies.
9. Participating in the development of information technology strategies.
10. Communicating information technology concepts to business stakeholders.
11. Advocating for information technology solutions to improve business stakeholder services.
12. Evaluating performance management standards to measure effectiveness of technology services.

13. Communicating technical information to a non-technical audience in clear language to aid in comprehension.
14. Providing leadership to develop and maintain high performing and collaborative teams.
15. Utilizing project management principles to ensure timely completion of projects/assignments.
16. Setting goals and priorities to allow for timely completion of work.
17. Developing alternative solutions to problems by analyzing information and evaluating results to ensure the best possible outcome.